

EMERGENCY COMMUNICATIONS CENTER ANNUAL ACTIVITY SUMMARY – 2003

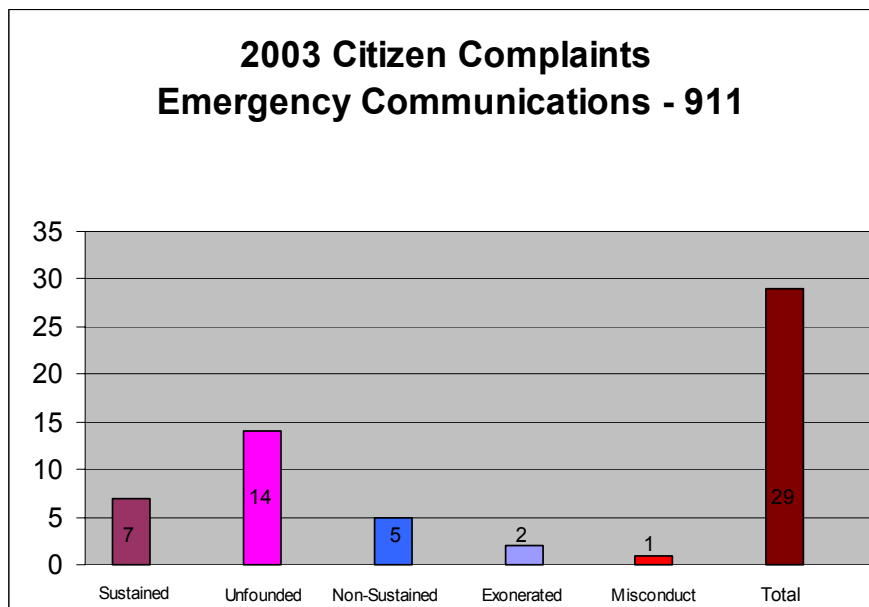
CALLS FOR SERVICE

	LAW ENFORCEMENT		FIRE/MEDICAL		COMBINED CALLS	
MONTH 2003	MONTHLY TOTALS	CUMULATIVE MONTHLY TOTALS	MONTHLY TOTALS	CUMULATIVE MONTHLY TOTALS	MONTHLY TOTALS	CUMULATIVE TOTAL OF ALL CALLS
January	24,961	24,961	1,773	1,773	26,734	26,734
February	23,243	48,204	1,672	3,445	24,915	51,649
March	27,591	75,795	1,798	5,243	29,389	81,038
April	26,244	102,039	1,787	7,030	28,031	109,069
May	28,511	130,550	1,834	8,864	30,345	139,414
June	28,818	158,668	1,792	10,656	29,910	169,324
July	28,932	187,600	1,875	12,531	30,807	200,131
August	27,727	215,327	1,957	14,488	29,684	229,815
September	23,834	239,161	1,737	16,225	25,571	255,386
October	27,193	266,354	2,049	18,274	29,242	284,628
November	23,734	290,088	1,671	19,945	25,405	310,033
December	23,993	314,081	1,831	21,776	25,824	335,857
TOTAL	314,081		21,776		335,857	

The Lincoln 911 Center processes approximately one million telephone calls per year. During the year **2003**, these telephone calls resulted in 178,832 calls for service. Of those calls for service, 29 citizen complaints were received. It is also worthy of mention that of these 178,832 calls for service, 911 Center personnel received 101 Commendations from Lincoln/Lancaster County Citizens, User Agencies and Internal Personnel.

All Agency personnel are instructed as to the procedures in place to facilitate the handling of complaints and commendations in order to gain public confidence. A Customer Service survey is also included on the Lincoln Emergency Communications Center web site to aid in this regard. The survey is designed to assist the agency in seeking information on the level of satisfaction and how services may be improved.

2003 Citizen Complaints Emergency Communications - 911



Sustained-The investigation has disclosed sufficient evidence to determine the complaint is substantiated.
Exonerated-The investigation has determined the incident did occur, but the employee involved acted properly in accordance with policy.
Non-Sustained-The investigation has been unable to substantiate the complaint. There was insufficient evidence to prove or disprove the allegation.
Unfounded-The complaint is false or not factual; the incident did not occur as reported and there was no misconduct/error.
Misconduct/error not based on Complaint-Substantiated employee misconduct not previously alleged in the complaint, but determined through the investigation.
Violation of Policy/Procedure-Minor violations generally unintentional or due to lack of experience or training.
Policy/Procedure Failure-The employee acted within policy or procedural guidelines, or the issue in question does not fall within the scope of existing policy or procedure.

Allegations of misconduct or error on the part of Communications Center personnel require a conclusion of fact. The findings of fact are listed above with the chart of calls.

Appropriate training and/or corrective action will be taken for those complaints which qualify as "sustained" or "misconduct/error not based on complaint." The Emergency Communications Center prides itself on providing high quality customer service to those it serves.

The Communications Center professionally handles calls for service in the City of Lincoln, Lancaster County and a portion of six surrounding counties. The Communications Center provides ongoing continuing education opportunities for staff in order to maintain and enhance job performance.

